



Our top priority for welcoming guests and colleagues back to Hyatt properties is doing it safely, with your wellbeing in mind.

Guided by our purpose of care and experience delivering world-class hospitality for more than 60 years, **Hyatt's Global Care & Cleanliness Commitment** builds on our existing rigorous safety and cleanliness protocols and includes:

- **GBAC STAR™ cleanliness and training accreditation process** through the Global Biorisk Advisory Council (GBAC) at all Hyatt hotels
- **Trained Hygiene & Wellbeing Leader or team at all locations**, responsible for their hotel adhering to new operational protocols and training
- **Cross-functional panel of trusted medical and industry advisors**—including experts from Cleveland Clinic—to help us fine-tune safety protocols and consider various aspects of the entire hotel experience

In the video below, learn more about how we're committed to enhanced levels of cleanliness, as we reimagine the hotel experience.

As we welcome you back, you can have peace of mind knowing we are taking precautionary measures across Hyatt hotels worldwide in an effort to maintain a safe environment for our guests, customers and colleagues. **Due to COVID-19, some locations may have travel restrictions in place including national, local and health advisories and requirements. [Learn more.](#)**

Specifically, here are some enhanced cleanliness and wellbeing measures that you will see and experience at Hyatt hotels in the Americas*:

Cleaning & Sanitization



We are conducting regular—in many cases hourly—cleaning and sanitization of frequently touched surfaces and high-traffic guest and colleague areas such as elevators and elevator buttons, escalator handrails, and restrooms, as well as the surfaces and equipment in our gyms and spas. Cleaning and sanitization includes the use of hospital-grade disinfectants as well as exploring and testing the use of electrostatic sprayers. We are also implementing enhanced cleaning protocols for guestrooms, including the removal of high-touch items and minimizing the number of times our hotel teams enter guestrooms.

Temperature & Wellbeing Checks



All colleagues are required to have a body temperature check each time they enter a hotel. Hyatt hotels are conducting guest temperature checks in compliance with local requirements or in light of community spread of COVID-19 in the hotel's area. We are also asking colleagues and guests to conduct wellbeing checks prior to arriving to the hotel. Colleagues and guests who are showing signs of COVID-19 and/or colleagues with a fever of 100.4 F (38 C) or greater will be advised to contact their healthcare provider.

Hand Hygiene & Social Distancing



Good hand hygiene is one of the most important steps individuals can take to protect themselves. Reminders on hand-washing techniques are located throughout the hotel, with hand sanitizer stations or sanitizing wipes also prominently placed throughout. Social distancing measures are strongly encouraged in hotel public areas such as elevators, fitness centers, airport shuttles and more, while many hotels are placing protective shields at the front desk and grab-and-go markets.

Masks & Gloves



At all Hyatt hotels in the U.S., guests who are unvaccinated are required to wear face masks or coverings in hotel indoor public areas, as well as outdoors where social distancing is not feasible (with some limited exceptions). Hyatt colleagues at U.S. hotels are required to wear face masks or coverings indoors, and fully vaccinated colleagues working outdoors, who are not in close contact with others, are not required to wear face coverings.

All hotels are required to follow state and local requirements, if stricter than what is recommended by the CDC. Guests are encouraged to contact their hotel directly to learn more about specific safety mandates and travel restrictions that may be in place at their hotel. Guests with questions regarding their reservations or upcoming stay may contact a [Hyatt Global Contact Center](#).

In all other countries across the Americas region, all guests are still required to wear face masks or coverings in hotel indoor public areas and when moving around in outdoor areas (with some limited exceptions). For more details and specific requirements, guests may visit our [COVID-19 Travel Updates page](#), contact their hotel directly, or visit the hotel website. Hyatt colleagues are required to wear face masks or coverings, as well as additional personal protective equipment based on job specifications. From front desk associates to housekeeping, spa therapists and kitchen staff, colleagues are trained on the importance of wearing protective gear and are taking additional safety precautions for guests and each other.

Knock & Go Room Service



To promote safety for our guests and colleagues, all room service orders will be delivered to the door, unless otherwise indicated by the hotel. To minimize contact, our colleagues will knock on your door or ring your doorbell to notify you upon the delivery of your order. At some properties, grab-and-go options will be available.

Food Safety Protocols



Our teams are implementing precautionary measures starting with food preparation to set-up and service, and enhancing food safety and hygiene protocols for restaurants, room service, and group meetings and events. We are frequently disinfecting kitchen surfaces, and colleagues are wearing masks and gloves when plating and serving made-to-order dishes. We have temporarily shifted many restaurants with a buffet offering to à-la-carte menus and made-to-order options.

International Standards



All Hyatt hotels around the world continue to follow procedures and protocols developed in consideration of guidance and information shared by various health organizations including the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), local authorities and other leading experts and organizations like the Global Biorisk Advisory Council (GBAC). Our GBAC cleanliness and training accreditation process focuses on establishing hotel environments that are sanitary, safe and healthy.

These processes and procedures have been developed for Hyatt hotels in the Americas. A global cross-functional COVID-19 response team is closely monitoring new information and regularly updates the guidance on appropriate processes and procedures for all Hyatt hotels globally. Safety and cleanliness procedures implemented at each hotel may be adjusted in consideration of local practices, government requirements and guidance, and the situation where the hotel is located.